IN THE CLAIMS:

Please amend the claims as follows:

1 (currently amended). A method for automatically detecting when an agent is available, comprising:

entering an agent ID, by an agent at an agent station when the agent answers a routed call, the routed call requesting a call-back and identifying a problem, the agent ID entered yielding dual tone multi frequency (DTMF) tones encoding the agent ID corresponding to the agent; and

detecting, by a telephony server, the DTMF tones resulted from the agent ID entered by the agent; and

selecting the agent based on the problem.

2 (cancelled).

3 (currently amended). The method according to claim 2 1, wherein the routing a call comprises:

receiving, by a call center, a call from the telephony server;

detectinging detecting, by the telephony server, the DTMF tones, and

connecting the call to the user requesting the call-back.

4 (original). The method according to claim 3, further comprising:

receiving, by the telephony server, a request for the call-back issued by the user via a web page on a browser, the request comprising a telephone number, to be used for the call-back; and

placing the call, by the telephony server, to the call center.

5 (original). The method according to claim 4, further comprising:

placing and bridging, by the telephony server, the call-back to the user based on the telephone number after detecting the DTMF tones.

6 (currently amended). A system for automatically detecting when an agent is available, the system comprising:

a call center;

at least one agent station connecting to at least one agent and the call center;

a telephony server for receiving a request for a call-back from a user,

said telephony server comprising a storage for storing phone numbers to be called back and a corresponding problem;

ringing a phone for said at least one agent having expertise for said corresponding problem;

answering said ringing phone and entering an agent ID,

detecting that the agent is available by said agent ID; and

placing a call to the call center, detecting when an agent is available, ;

and

placing the call-back from the agent to the user.

7 (original). The system according to claim 6, further comprising:

a user station from where the user issues the request for the call-back

via a web page on the browser, the user station comprising a phone connecting

to the telephony server, and

an internet device, connecting to the browser.

8. The system according to claim 7, wherein said internet device includes a

personal computer.

9 (cancelled).

10 (cancelled).

11 (currently amended). A computer-readable medium having program code

recorded thereon, which when read and executed by a computer, the computer

is caused to:

generate <u>dual tone multi frequency (DTMF)</u> tones, at an agent station,

based on an agent ID, entered by an agent at the agent station when the agent

answers a routed call, the routed call requesting a call-back and specifying a problem, the DTMF tones encoding the agent ID corresponding to the agent with expertise for the problem; and

detect, by a telephony server, the DTMF tones resulted from the agent ID entered by the agent.

12 (original). The medium according to claim 11, wherein the code further causes the computer to route a call, by a call center, as the routed call, to the agent station, the routed call being placed based on a request from a user requesting the call-back.

13 (original). The medium according to claim 12, wherein the code further causes the computer to:

receive a call from the telephony server connecting to the user;

identify, by the call center, the agent station to respond the call; and

route the call to the agent station to generate the routed call.

14 (original). The medium according to claim 13, wherein the code further causes the computer to:

receive, by the telephony server, a request for the call-back issued by the user via a web page on a browser, the request comprising a telephone number, to be used for the call-back; and

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place the call to the call center.

15 (original). The medium according to claim 11, wherein the code further causes the computer to place and bridge the call-back to the user based on the telephone number after detecting the DTMF tones.

16 (new). A method for detecting the availability of an agent in a customer service center, comprising:

    receiving requests from a plurality of customers for a call-back;

    storing phone numbers and corresponding problems for each of the customers;

    ringing a telephone at an agent station;

    answering the telephone;

    entering an agent's ID;

    decoding the agent's ID to detect an available agent;

    matching the available agent to a stored problem; and

    bridging a call-back from the available agent to the customer using the stored phone number corresponding to the problem.

17 (new). The method as recited in claim 16 wherein said agent's ID is entered using dual tone multi frequency (DTMF) keys on a phone keypad.

18 (new). The method as recited in claim 16 further comprising:

    initiating a co-browsing session between the available agent and the customer.

19 (new). The method as recited in claim 18 further comprising:

    pushing a web page from the customer to the available agent.

20 (new). The method as recited in claim 19 wherein said web page comprises customer billing information.